

Booking.com | FAQ

Answers to FAQ on Activation, Mapping, Rates, Images and more

Once the direct connection has been activated and you start receiving bookings, you may have some questions on managing your connection.

For Information on managing your BookingCenter - Booking.com connection, go to [Booking.com | Manage Connection](#)

If you have questions about your Booking.com Extranet or need contact information, go to [Booking.com | Help](#)

Find answers to frequently asked questions about your BookingCenter-Booking.com below.

Booking.com Direct Connection

- [New Account Setup](#)
- [Activate Connection](#)
- [Manage Connection](#)
- [Agent Allocations](#)
- [Add or Remove Room Types](#)
- [Create Promotions](#)
- [Create a Package](#)
- ["Derived Rates"](#)
- [Booking.com | FAQ](#)
- [Booking.com | Help](#)

How do I get started with my Booking.com Direct Connection?

- If you DO NOT have an account with Booking.com, go to [Booking.com | New Account Setup](#)
- If you DO have an account with Booking.com, go to [Booking.com | Activate Connection](#)
- For important information on setting up and managing your Booking.com connection, go to [Booking.com | Manage Connection](#)

How do I know when my Booking.com Direct Connection is live?

After BookingCenter has completed the mapping of your Room Types, we will confirm the connection with Booking.com. You will then receive a confirmation email from Booking.com. In this confirmation email, you will be asked to log into the extranet to activate the direct connection. When you click this button and activate the connection, you will be LIVE on Booking.com and can receive bookings. BookingCenter will also receive notification that the connection has been activated by you and update all rates and availability. If there are any issues, please let us know by updating your support ticket.

How do I change Property Information, Images, Room Type Descriptions and Amenities?

All changes to Property and Room Type information such as descriptions, images, amenities, etc. are made in the Booking.com Extranet. You have complete control over this in your Extranet. If you need help with making these changes, please contact your Booking.com Market Manager. Remember, BookingCenter sends ONLY Availability, Rates and Restrictions to your Booking.com Extranet.

How do I find Booking.com bookings in MyPMS?

The booking will be automatically integrated into your PMS and appear on the Tape Chart as an "Unconfirmed" booking. You can also see all Booking.com bookings in SETUP | BOOKINGS | ONLINE BOOKINGS. For more information, see [Online Bookings](#).

All Booking.com bookings will have BKGDIR as the Source, BKGDIR as the Agent and a "B", for Booking.com, at the end of the booking confirmation #, i.e. 626310332B

How do I know when a Booking.com booking is made?

When a booking is made on Booking.com, you will receive an email notification from Booking.com and it will automatically integrate into your PMS system. All bookings will come in to your BookingCenter product with the agent code of **BKGDIR**. This agent will be listed in SETUP | RELATIONSHIPS | AGENT RELATIONSHIPS. For more information on this Agent, see [Booking.com Direct | Agent Allocations](#)

How do I make sure that my room types in MyPMS are mapped to my Booking.com extranet?

Once we receive notification of your activation request, BookingCenter will complete the mapping for you! All you need to do is make sure that you have the Room Types setup in your Booking.com Extranet and we will map them in channel BKGDIR in Agent Allocations. We need clarification on the Room Type names we get from Booking.com if they differ from what is in your system. If we need clarification, we will send you an email via the support ticket. Please respond quickly as any mapping errors can hold up the activation process.

How will I be able to see what is mapped to the Booking.com Extranet

Go to SETUP | RELATIONSHIPS | AGENT RELATIONSHIPS. Locate Agent BKGDIR. Click on the number "X of X" in the Allocations column and this will open a window with the Room Type/Rate Plans currently allocated to Booking.com See [Agent Relationships](#)

How do I know what Rates are being sent to Booking.com?

All your Room Types will be mapped to the Standard Rate Plan for each Room Type you have allocated in MyPMS under SETUP | RATES | ROOM TYPES, unless you specify otherwise. All Room Type/Rate Plan allocation changes must be done by BookingCenter. If you need to change a Room Type/Rate Plan, then please submit a support ticket with the requested change.

How do I make Rate changes?

There are two ways to change rates. Rate changes made in the property management system will be sent to ALL channels the Room Type/Rate Plan is allocated. Changes made in the Booking.com extranet will apply ONLY to the Booking.com.

- **BookingCenter property management system:** Rate changes made in SETUP | RATES | MANAGE RATES will automatically update to Booking.com and can be seen in your Extranet. See [Manage Rates](#)
 - **Booking.com Extranet:** Changes to rates can be made in the Booking.com extranet and will over ride any rate changes made in the property management system.
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How do I manage availability?

There are two ways to manage availability. Availability changes made in the property management system will be sent to ALL channels the Room Type/Rate Plan is allocated. Changes made in the Booking.com extranet will apply ONLY to the Booking.com channel.

- **BookingCenter property management system:** Any changes made to availability in the property management system will automatically update to all channels including Booking.com. This includes Closed to Arrival on Rates, Out of Order Rooms, etc. See [Manage Availability](#)
 - **Booking.com Extranet:** Changes to availability can be made in the Booking.com extranet and will over ride any rates set in the property management system.
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Where do I make changes to Restrictions: Closed to Arrival, Min. LOS and Max LOS.

There are two ways to change restrictions: Restriction changes made in the property management system will be sent to ALL channels the Room Type/Rate Plan is allocated. Changes made in the Booking.com extranet will apply ONLY to the Booking.com channel.

- **BookingCenter property management system:** Rate changes made in SETUP | RATES | MANAGE RATES will automatically update to Booking.com and can be seen in your Extranet. See [Rate Restrictions](#)
 - **Booking.com Extranet:** Changes to rates can be made in the Booking.com extranet and will over ride any rate changes made in the property management system.
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How do I add a promotion?

Contact your Booking.com market manager and set up the promotion in your Extranet. Please tell your Booking.com Market Manager that the promotion must be setup in "Instant Promo Mapping". This setting was designed to be for short-term promotions for properties who wanted to offer promotions with short notice and NOT require extra mapping from the Channel Manager (in your case, BookingCenter). For important information and more details on Promotions, see [Booking.com Direct | Create Promotions](#)